Seminar Q & A's

Q: Why does DFAS constantly ask for receipts during their audits for plane tickets that were centrally billed?
A: DFAS Post Payment Audit has validated with staff and current procedure and has made all necessary correction to ensure this is no longer an issue.

Q: Does DFAS not have access to the same documents they use to pay travelers?
A: Yes, the auditors use the DTS Read Only Access where receipts are available for review. Periodic updates to this access must occur as new organization are stood up on DTS, so there may be a period where the Auditor may request receipts because the updates may not have occurred.

Q: DFAS says they have no access to DTS.
A: In this context the auditors do not have access to DTS Production database. However, all auditors have access to the DTS Read Only Access database.

Q: Why is DTA training provided only upon initial fielding? Training should be offered more often. I do not feel qualified to teach subsequent DTA training to new people.
A: There are numerous types of training available even after initial fielding. Go to the DTS home page (www.defensetravel.osd.mil) and hit the blue "Training" button. Choose from the DTS demonstrations ("silent movies"), web-based training, or the Enterprise Web Training System. Different types of training are also available at the semi-annual DTS seminars. Finally, your site can pay for a training class out of the Optional Services Catalog, and have more classroom training brought to your site. As a last resort, should all else fall through, you can always be put on the wait list (think "Space A") for a seat in a future DTA training course, should one become available. This is a last resort because there are many people already on the list and seats don't become available very often.

Q: In regards to the future "suggestion box", what does PMO plan to do with suggestions since CP's have been prioritized and only 2 major releases remain (both of which have already been defined)?
A: There will continue to be maintenance releases after the Q. Adams Release. The User Feedback link will continue to be available on the Travel Center Website.

Q: Are there any plans to have an "Advance DTA class" that covers re-orgs, budget modules, troubleshooting problem Auths/Vouchers, year-end rollover, etc.?
A: Each of these topics is covered in the FY06 Lead DTA training. The training materials for this course are provided on the DTS Website.

Q: Can we put the "suggestion" button on the homepage and give it prominent visibility on screen?
A: A user FEEDBACK link is available on the Travel Center homepage, at the bottom of the screen.

Q: Will we get off airport rental car with enhancement?
A: A program change proposal (CP) has been submitted for this enhancement but has not yet been scheduled for work release.

Q: Can we get an alert, or screen warning when travelers leave flight reservation w/o saving? (Many think their done when they check the box? A warning when only one-way?
A: Currently, no. The system does not do this. This is best handled by properly educating your travelers in how to use DTS. Refer them to the training listed in the previous question. If you wish to make a recommendation for a system change to make this happen, you can either contact your LDTA or make the suggestion via the DTS Travel Center's comments/suggestions page.

Q: Can the main screen (after log in) include a POC field which will list LDTA & ODTA names & e-mail address? ODTA's are often unknown in large organizations & travelers don't know where to go for assistance.
A: Currently, no. I would highly encourage such a list to be compiled and maintained at the local level, and made available to the travelers. If you wish to make a recommendation for a system change to make this happen, you can either contact your LDTA or make the suggestion via the DTS Travel Center's comments/suggestions page.

Q: Will there be a manual or link for error messages that will give a better explanation of the error?
A: Appendix H of the DTA User's Manual (updated 9/30/05) provides error code reasons and solutions. It is available for viewing or downloading on the Travel Center Website, under the Reference Library.

Q: Will there be a listing of PNR errors and the solutions?
A: Appendix H of the DTA User's Manual (updated 9/30/05) provides PNR error code reasons and solutions. It is available for viewing or downloading on the Travel Center Website, under the Reference Library.

Q: Is there any way to acquire more learning certificates to use when training base personnel?
A: Additional EWTS training certs may be requested through DTS by completing the EWTS Request Form, found on the Travel Center Website. Forward the electronic request form to your DTS Operations Branch representative for further processing.

Q: I would also like to attend the 4 days DTA training, who must I contact to get on the waiting list?
A: You may contact John Schrader in the DTS Training and Usability Branch by e-mail: schraderj@osd.pentagon.mil

Q: Is it possible to get training on the reports available on how we can use them to help manage funding better? Too much of DTS is left to the uses and administers to learn on our own.
A: The PMO and Northrop Grumman do not currently offer this training option. It would be up to your individual sites, services, or agencies can do to train this particular subject to their users.

Q: Is there a way to see the authorizations/vouchers that an AO/RO has in their queue?
A: There are a few reports that you can run to identify authorization/vouchers that are awaiting review. The Routing Status Report is used to indicate which documents are delayed in the routing process and where they are delayed. It will identify the routing officials have had

documents waiting for their review for more than a few days. This is useful in identifying possible problems including routing officials sitting on payment documents for more than 7 days which is a possible Prompt Payment Act violation.

Q: There is no way to track who input GTC/EFT in maintenance tools. Big problem for fraud, how is this being addressed?
A: This is Monroe functionality and will go into production during the Monroe release. This is written to a log whose intention is to be reviewed by DFAS IR, NOT DTAs. NG Operations would actually have to provide the audit records by request.

Q: We are not connected to a CTO yet and all our traveler profiles are setup in 'portrait'. Is this compatible with DTS once our CTO comes on board? Our CTO offline is Carlson Wagonlit in Ottawa, Canada.
A: Not sure I quite understand this question. The means in which traveler profiles are set-up in DTS, and obtaining CTO connectivity are not related.

Q: As an AO, where do I go to see available funds before applying the approval stamp?
A: Unfortunately to see available funds you have to have access to the budget module which is permission level 1 with org. access. If you do not have this you will have to contact your DTA and have them check budget availability for you. There is no requirement that says you can't be both a routing official and have view-only access to the budget module. DTS will not allow you to approve documents if budget does not have sufficient funds.

Q: We have noticed problems in how the CTO bills airline. Specifically, if you change the last leg of Travel, the airfare cost will only reflect the last leg. The traveler will be short on airline reimbursement when the do their voucher. What causes this, and what is being done to correct the issue?
A: If changes are made to a reservation while a traveler is enroute – the CTO will need to process a refund for the return of his/her original ticket and then process a new ticket for the changed/new reservation. The CTO has been instructed/trained not to return any changed DTS PNR to DTS once the traveler is enroute/or on travel status. The traveler should be making these adjustments/amendments to his document upon his/her return from TDY.

Q: Related to this, it does not seem the CTO is adjusting airline cost changes on the authorization as they did in the past? This is a beginning to cause reimbursement issues, why is the CTO stopped adjusting authorization that they suppose to do what is the correct action?
A: See note of above. The CTO does not have access to DTS do not make adjustments/amendments to travel authorizations.

Q: How many LDTA/FDTA should be per capita to each military Base? I am one of the two but, this is additional duty for me, should LDTA/FDTA be a full time job?
A: The position of LDTA should be a fulltime position based on the time-sensitive nature of the work. Two alternates would be advisable, but more may be necessary dependant upon site travel volume. Guidance on the appropriate manning should be obtained at your MAJCOM level.

Q: We have a flight drop out of DTS between us and the CTO. There normally happens with changes but has occurred at other time. Why?
A: The flight may have been available when selecting flight while creating/changing the authorization – but sold-out by the time the authorization was signed. **Noteworthy**: Passenger Name Records (PNRs or commonly known as a reservation) are not actually created in the GDS until the authorization has been signed.

Q: Why can we not change a flight with the edit without deleting and adding a new flight?
A: To prevent a traveler (or anyone) from reserving duplicate reservations

Q: In "completed doc" when will these documents clean up?
A: I assume the question is referring to the archiving of documents. Documents are archived after 15 months.

Q: Why would the cost of flight go up/down after being reserved?
A: The cost of fares should only increase slightly from the time the authorization was sent from "CTO Submit status to CTO Booked" status. All taxes are not included in the fares displayed via DTS, therefore once the CTO has reviewed the reservation and returned it to DTS – the fare will contain all taxes included. The fares should only decrease if the CTO is changing the flights from an Unrestricted GSA Contract City fare to a GSA Contract City pair fare with capacity limits. Currently, unless notated in the Local Business Rules – only the CTOs servicing the Marines Sites are performing this requirement.

Q: What is the difference between the different types of airfare available, City Pair, government rate, non-government rate, and government with limitations, and what are the consequences for choosing anything other then City Pair?
A: At the beginning of each Fiscal Year, GSA solicits and awards contracts to participating airline carriers for a number of designated city pairs between two points. Only one airline is awarded a contract for each city pair over the Fiscal year. **Example**: The GSA contract city pair between Washington National and Atlanta for FY06 is Delta Airlines. Based upon the award, Delta has agreed to charge the government traveler, traveling on official business the fare of $300.00 one-way for any seat in coach class. At the same time, Delta has also said they would provide a lower fare of $225.00 to any qualified government employee traveling on official government business, but the number of seats at this fare will be restricted. Therefore both rates are part of the contract city pair award program – one being the unrestricted fare, and the other having capacity limits.
On the other hand those airlines which were not awarded contract, at their choosing will normally enter a competitive government fare in the market. Although these fares are indicated as a government fare within DTS – they shouldn't be confused as part of the GSA Contract City Pair program.
The consequence for selecting a non-contract city pair flight will be to answer a pre-audit and give justification to your Approving Official why contract city pair flights were not choosen.

Q: How do I find the document that causes an unbudgeted budget to appear?
A: There is no way to locate a document that caused unbudgeted trip cost to appear. The ideal situation is your AO informing you that they had received an unbudgeted notice upon approval.

Q: There is no way to track who input GTC/EFT in maintenance tools. Big problem for fraud, how is this being addressed?
A: This is Monroe functionality and will go into production during the Monroe release. This is written to a log whose intention is to be reviewed by DFAS IR, NOT DTAs. NG Operations would actually have to provide the audit records by request.

Q: When will DTS be enhanced so that User Preferences are passed to CTO, i.e., Hotel preference, frequent flyer members, #, etc, from the users profile vs. putting this in the comments box to CTO on each TIA?
A: Frequent Flyer information plus choice of hotel preferences can be permanently notated in "My Preferences" located within the travelers DTS profile.

Q: How will the Monroe version be deployed, does a command have a choice in which version to use?
A: The Monroe release is a major, scheduled release to improve the security, usability and functionality of DTS. It will automatically replace the previous version on the DTS website.

Q: Will the ticket refund time frame be reduced? Currently it takes 6-8 weeks for the traveler to get a credit / refund for unused tickets; this could potentially cause the traveler to be delinquent on their card.
A: The time frame of 6-8 weeks is driven by the airlines industry, and not by the Commercial Travel Agency. Any airline will advise you that refunds may take up to two billing cycles before you see a credit. DTS is working closely with each of our CTOs supporting DTS to ensure refunds are processed in a timely manner.

Q: When will DTS allow the travelers to update their EFT information?
A: Change Proposal 267 will go into production early in Calendar Year 2006. This CP will allow Travelers to update their EFT information. Currently travelers can input their EFT information only when they self-register.

Q: Is there a way to see the authorizations/vouchers that an AO/RO has in their queue?
A: There are a few reports that you can run to identify authorization/vouchers that are awaiting review. The Routing Status Report is used to indicate which documents are delayed in the routing process and where they are delayed. It will identify the routing officials have had documents waiting for their review for more than a few days. This is useful in identifying possible problems including routing officials sitting on payment documents for more than 7 days which is a possible Prompt Payment Act violation.

Q: Since the air Force now has three possible CTO fees (traditional, touch, no-touch) which should the traveler select when?
A1: As long as the traveler books his/her tickets online they should not be selecting any CTO fees as they are automatically added to the document by the CTO. Other than that they will need to be input as "free form" under expenses.
A2: The CTO fee will automatically populate into the Authorization once the CTO has placed the ticketed PNR on their polling queue.

Q: How can we receive a site-visit for instructional user instructions?
A: The PMO does not provide this service. On-site Traveler training is available from the following sources:
1. Northrup Grumman Mission Systems (NGMS) see optional services catalog at: http://www.dtstravelcenter.dod.mil/Training/Docs/Optional_Services_Catalog_100903_V2.pdf
POC: Charlene Fines, 703-968-2220
Traveler training cost: $14, 760 for 4 days of training for 20 students
2. Defense Logistics Agency Training Center (DTC): http://www.hr.dla.mil
POC: Bobbi Hopkins at 269-961-7046 bobbi.hopkins@dla.mil
Traveler training cost: $7,300.00 for 4 days of training for 20 students

Q: Why can't a DTS voucher be amended until 7 days after approval?
A: This is not the case; a DTS voucher can never be amended. However a supplemental voucher can be filed immediately after approval.

Q: How can the government have a standard data format from one TMC/CTO data source, when Air Force still uses multiple GDS's?
A: DTS sends PNR data in one format to TRX. TRX reformats for the specific GDS before forwarding.

Q: What is the timeframe for DTS and Fast Data to be implemented?
A: What is Fast Data? DTS is IOC. Your location, Washington Navy Yard, has been DTS-enabled already?

Q: Can you simplify the Madison & Monroe interface?
A: In what context? CUI, accounting, disbursing, GDS, or something else?

Q: Please explain how the Pay Systems interface with DTS?
A: If you mean "pay systems", we do not interface today. If you mean disbursing for pay, DTS interfaces with CDS via GAFS.

Q: When does the COGNOS working group meet and where?
A: The working group meets semi-monthly at Northrop Grumman. Currently there are no Service/Agency participants, however, feedback from these meetings are provided at the monthly 0-6 meeting.

Q: How will the primary traveler, who is not a DTA, be able to ensure that all travelers on a Group Authorization share the same routing list?
A: For those travelers using Group Travel, who do NOT have Organization access, it is best to create a Group Travel routing list. If travelers are in different sub-orgs then, the document will be routed to the same Approving Authority.

Q: When sending a group travel e-mail reservation request to the CTO, will my SSN # be included in the e-mail? If not, how will the CTO know which James Kokaly to make the reservation under?
A: Only the last 4 of the traveler SSN are revealed to the CTO.

Q: Since primary travelers on group authorizations are not usually DTA's, how do primary travelers obtain the additional travelers SSN's and government travel card numbers and expiration dates to provide to the CTO?
A: The Group Travel Authorization must be created by someone who has access to all travelers (Organization access, that is). Once the Authorization is created, then the primary traveler has access to the information in that document, although SSNs are still limited to the last 4 digits.

Q: When will military air be available through DTS?
A: Is this question referring to Patriot Express movement? Because Patriot Express move and ports are being down-sized to minimum usage, it may not be cost effective for DTS to integrate with the AMC GATES system. At this time there is no effort in place to develop an interface to GATES software because TRANSCOM has stated that the GATES program may be phasing out.

Q: How reliable is the archive system for receipts? If they are lost who is responsible?
A: The DoD Financial Management Regulations, modified to allow electronic storage of vouchers with attached receipts, electronically stores this data at the Defense Manpower Data Center (DMDC). This means of data storage is as reliable as any other database system. With the advent of this capability however, the traveler is now responsible for any lost receipt data instead of the approval authority office.

Q: What are the plans to place an effective training program in place for CTOs? The training should include new CTOs and CTOs already using DTS.
A: When CTOs are awarded the PMO-DTS contracts for travel services, there is a training exchange during our Implementation Seminar. The Implementation Seminar occurs prior to the start date of the contract. This event is hosted by the PMO-DTS, in conjunction with the site designated by both parties. Attendees are Government travel/transportation personnel, PMO-DTS personnel such as the Contracting Officer's representative, and our CTO leads, and personnel representing the awarded CTO. CTO's not under contract with PMO-DTS are not required to receive DTS training under their current contracts; receipt of training has been voluntary only.

Q: Is there any vision on possibly configuring DTS to handle Group local vouchers? Many of our personnel travel in small groups for less than 12 hours (funeral honors).
A: This function is not being considered at this time, just as there is no 'group' local voucher processing outside of DTS. DTS already provides for the ability to create Group Authorizations for less than 12 hours and this function can be used to support travel for funeral honors, etc.

Q: How much about the constructive travel regulations will AOs need to know in order to know whether a CT authorization is properly constructed? Who will be responsible for training our AOs on what they need to know about constructive travel?
A: Unfortunately, it is impossible to give a concrete answer to a question like "how much … will AOs need to know?" As is true with other documents created in DTS, the more the AO knows about the travel regulations, the better he/she will be able to make the proper decisions. The most important thing for them to know is whether they should approve a trip as "most advantageous to the government" or "for the benefit of the traveler". Knowing travel policy will only go so far in this situation, as JTR/JFTR, Appendix O ultimately leaves that up to the AO to judge. Of course, they will have help in making this decision. With the advent of DTS and the re-engineered travel policy, the primary focus of travel is the mission, not the traveler. That's a pretty broad rule, but

it will serve as the basis for the service/agency and/or local policies (a.k.a., the Travel Business Rules), from which the AO will receive the bulk of their guidance on this issue.

As to who is responsible for training the AOs, the service or agency will be responsible for that training, though they may choose to push the training down to the local level.

Q: Will DTS eventually give travelers option to choose rental car from other locations besides on airport only?
A: Yes. A change proposal was submitted on CP 653, Rental Car Off Airport Location for Pickup or Drop-off: "Add a check box so the traveler can request an off airport location for pickup or drop-off. When selected, comment boxes will appear to permit entry of the city and state or airport of the off airport pickup location and/or the off airport drop-off location (exact location and configuration of the data fields TBD by developers and approved by the DTS Requirements POC). DTS shall display the hours of operation for off airport locations as provided by the GDS. If no operating hours are provided, DTS shall display a warning to alert travelers that the hours or operation are." Implementation is still TBD.

Q: When will BOQ be linked to DTS?
A: Efforts are difficult in this area because there are no standardized electronic processes in place that allow DTS to interface into.

Q: Why can't NATO orders be created in DTS? Some country OCONUS requires the traveler to have them.
A: If a 'standard' NATO order could be approved by the DoD, it could potentially be a print option in DTS. NATO Orders are generally a personnel function, not a travel function, and there are several complications to including them in DTS. First and foremost is the requirement that the orders be printed in English and French "in black on white paper" and physically signed by the "Officer authorizing the movement." (See NATO AMovP-3A, Chapter 2). DTS has no way to ensure the appropriate officer signs the form. Secondly, NATO AMovP-3A provides a basic format, but does not provide a specific form, and each service uses its own form/format for NATO orders. While NATO Orders could be included in DTS, it would require coordination with OSD and all services.

Q: Any way to tell travelers about the need to use 1-800-GO ARMY 1 to make lodging reservations in Atlanta, National Capital Region, etc, Lodging Success Program, Ft. Lewis?
A: It is possible to develop on-line notifications of various DoD policies to the travelers. Ideas may be presented in the form of a system change proposal and must be channeled through your Service O-6 representative. The Army rep is Mr. John Schoenecker, 703.693.2703.

Q: Orders that are not prepared through (DTS) we cannot do vouchers in DTS for electronic processing, can this be changed? Example: long term reservists' claims faxed to Indianapolis takes a minimum of 2 weeks to several months to pay. Anything to speed this process in needed.
A: DTS can only electronically process vouchers for authorizations that are initiated in DTS because there is no way to link obligations created and disbursements paid outside DTS to a disbursement paid through DTS in the legacy accounting systems. The only way to speed up this process is to submit the initial obligation and all disbursements (non-ATM cash advances, interim or scheduled-partial-payment vouchers, and final settlement vouchers) through DTS.

Q: How does 'leave en route travel' airline ticketed need to be done? In DTS or out of DTS?
A: DTS can be used for leave in conjunction with TDY; however, due to the complications involved in CTO contracts, airline reservations must be made outside of DTS. The user must enter the official (Government) cost of the airline ticket using the "Other Trans" feature in DTS.

Q: Pers tempo – How can/may we use this program? Will it be available, if not, why not? It is necessary to USMC.
A: No, PersTempo will not be available in DTS as it will be a part of the upcoming DIMHRS implementation. Additional questions regarding PersTempo should be addressed to Personnel and Readiness (P&R), Joint Requirements and Integration Office (JR&IO).

Q: Your stating that DTS will transform the CTO's into more out of a "Travel Help Desk". How does DTS facilitate the exchange of information between a traveler and their new Travel Help Desk? In light of the Air Force's new three-tier CTO fee structure, under what conditions will communicating with the Travel Help Desk result in a higher CTO fee?
A: Legacy CTO processes require high cost travel agent labor for all travel procurements and reservations, and this is reflected in the standard cost of traditional CTO services for the simplest of trips. Traditionally, the CTO has served as the intermediary between the traveler and travel service provider (airlines, hotels, auto rental, etc.). Legacy CTO processes involve translating traveler requests and requirements into manual global distribution system (GDS) commands, and then constructing an itinerary composed of tickets and reservations that the customer finds acceptable. This process is time and labor intensive for both the traveler and the CTO.

Technology enhancements now enable the traveler to directly view available travel services provider inventory and to electronically choose those offerings that meet their mission requirements. DTS incorporates this technology to streamline the travel procurement process by forwarding the traveler's ticket and reservation selections, as formatted passenger name record (PNR) information, directly to the CTO via the appropriate GDS. From the traveler's perspective, it is often less time consuming to make these selections directly than it is to communicate back and forth with a CTO. From the CTO perspective, their employee productivity goes up because time intensive and lower productivity customer service interactions are greatly reduced. Since DTS has reduced the level of CTO labor necessary to process simple trips, it is quite reasonable to request reduced CTO fees for just simple ticket and reservation processing. This process change is reflected in awarded DTS CTO contracts, where the CTO fee for an "autobook" transaction is around $5.00 instead of a legacy travel services fee which ranges from roughly $18 to $25.

There are situations where the personal assistance of travel experts is required, and these "knowledge-based" services are more complex than the routine mechanics of simple ticket issue and reservations. Under DTS, the CTOs are compensated for their "value added" work as a "DTS Touch" transaction. In instances where DTS is not available, or in the *few cases* where the complexity of the trip is such that it would be easier to arrange directly with the CTO outside of DTS, a "Traditional" fee is applied. However, a DTS user whom requests traditional travel services will have to manually enter all travel and cost data into DTS that is automatically populated if the DTS reservation module is used. These various scenarios which trigger a "DTS touch" transaction are covered in detail during DTS implementation training. Some of these scenarios include DTS PNR's that are not populated correctly or are missing information because of system issues, verifying the lowest cost air options on non-GSA City Pair routes, and providing re-ticketing assistance when the traveler is in a travel status.

DTS users have the ability to enter free-form text comments, such as special instructions, to the CTO when using the DTS booking module. DTS users are also able to communicate with the CTO via traditional telephone, FAX, and e-mail. However, unless "traditional services" are required, travelers should not contact the CTO via these modes until after the travelers initial requirements have been input into DTS and forwarded electronically to the CTO. Otherwise, the traveler may be assessed a "traditional" fee when eligible for a lower cost DTS autobook or DTS touch transaction.

As DTS is fully deployed throughout DOD, CTO workloads will naturally transition from legacy processes to electronic processes. One evolutionary consequence is that CTOs will begin to shift their business focus from one primarily of issuing tickets and reservations to one of providing value added "help-desk" type services to travelers and their organizations.

Q: If a traveler withdraws $200 cash advance from their GOVCC, where on the voucher can they claim the advance and have the funds disbursed to the GOVCC and not to personal funds? The drop down box on Expenses Non-Mileage will pay the funds to personal only.
A: On the voucher from authorization (or local voucher) under the Additional Options/Payment Totals section, the user can indicate the amount of any ATM cash advances in the "Add GOVCC ATM" box. This will result in these amounts being split-disbursed to the BoA upon voucher payment rather than to 'personal'.

Q: Before and after leave in conjunction with TDY, how do you input the accurate dates? Meaning actual dates, plus leave or only TDY dates?
A: Just as in 'traditional' travel, the traveler should complete their authorization with inclusive dates of travel (TDY and leave); also – again, just as in 'traditional' travel, only the official locations should be listed on the authorization. If a leave location is listed, DTS will use the leave location to determine applicable per diem rates. Under the Additional Options/Per Diem Entitlements section, the traveler must indicate any leave dates to ensure that no per diem is calculated for the dates of leave.

- For example, official travel = 16-22 October (Chicago) with leave in conjunction from 12-15 October (Milwaukee)
  - Authorization = 12-22 October (Chicago); leave indicated 12-15 October (no per diem); official travel 16-22 October (per diem)
- If flying, transportation arrangements must be made outside of DTS and only the official cost of the transportation entered in DTS (using the "Other Trans" option).
  - This is not a DTS limitation, but rather a CTO contract limitation.
- Hotel arrangements (and rental car at the TDY location) can be arranged in DTS, but only for the official dates of TDY.

Q: Currently for TDY Reason all my travelers have to choose "Routine TDY" or it will audit fail. Why? Will travelers ever be able to choose a more appropriate reason without worrying about audit failure?
A: The Trip Types all properly process. Audit failures may be occurring because it is changed on the voucher.

Q: Is it possible to add A.M., P.M. time frame for flights?
A: A Government approved change proposal is required to modify the air availability and other display functions.

Q: Will there be a drop-down option for 'International Transaction Fee'?
A: The drop down for expenses is determined from the JTR/JFTR. A Government approved change proposal is required.

Q: In "completed doc" when will those documents clean up?
A: In Route and Review, the Completed Documents tab displays for the routing official all past documents they have stamped. Documents are removed from DTS no sooner than 15 months after Archived. The removal process has not started.

Q: As a manager of the system why is there no report that gives all participants/travelers profile at a glance; (i.e. Excel spreadsheet) to include routing list and the elements of each routing list?
A: This is included in CP 599 which is currently scheduled for the end of January.

Q: Why doesn't DTS calculate per diem based on the county? Coraopolis, PA is not listed in dropdown; therefore, per diem calculates at the standard rate when, in fact, travelers are entitled to the higher cost of meals and lodging, respectively. Solution is to select a nearby city on drop down which goes against all Travel rules.
A: The user did not follow the instructions in the Document Processing Manual for TDY locations not found. In addition, 48,000 US locations were added to DTS with release 1.6.4.8 on 11 November. This should resolve the situation.

Q: When will the "substantiating records" tab be moved or be a pop-up before digital signature?
A: A link to this feature from Trip Preview with CP 598 is scheduled for the end of January.

Q: Why do we get "reject" with a "?" in the note/comment field?
A: With Madison, DTS is not reading the reject reason from GEX. This began with Madison. The T3HD posts a list of all documents in reject on Magic for DTA reference while the problem is resolved.

Q: With PACAF and Europe coming up on DTS, is there a plan to change schedule system outages to a time when it will not have such an effect on these regions? Also, are any changes planned to extend Tier 3 helpdesk hours for these same locations. It hardly seems right that the only time we can get assistance immediately is if the problem warranties an emergency respond (i.e. entire base can't use the system).
A: System maintenance is now scheduled after 0100 on M-F, and after 2300 on Friday. Pacific sites only have a special call in number for extended T3HD assistance from 1700-1900. This provides half day coverage for Hawaii.

Q: Can the maintenance tool be updated to include a section for the LDTA to enter names and e-mail addresses for organizational DTA so that the ODTA will receive the reject e-mails? (As currently structured, there is a main reject e-mail address for the root org but none for sub-orgs. Therefore, LDTA has to forward reject e-mails to respective ODTA's. This table could also link to travelers profile to provide ODTA info as permanent field on profile. Update to table would update profile & info on main screen**.**
A: There is no provision for this. A Government approved change proposal is required.

Q: System doesn't have the capability to back page in the screens, is there a plan to enhance this?
A: No. This capability is specifically disabled for security / data integrity concerns. In a document, navigation features are at the bottom or top of main screens, and the action buttons return the user to the needed screen. For DTAs, several features have been recently added to replace the "back" button capability. The last feature needed, "Return to List" is in the Monroe release and allows the user to go from the document back to the version list.

Q: Will "help with this screen" link be changed so that it will provide more useful information to aid the traveler in understanding what information is required on a particular screen and explain exactly what they should be doing on that particular screen?
A: Suggestions for areas of improvement should be submitted in T3HD tickets. Changes are continually being made to improve the on-line help.

Q: Travelers are not receiving notices when the AO stamps the document approved. Are there plans to correct this?
A: Not aware of a plan to change this. A Government approved change proposal is required.

Q: Are the DFAS and CTO fees included in the economic analysis?
A: Yes, all fees were included in the Economic Analysis as the cost of doing business.

Q: Is the Voucher processing standard still 3 days?
A: Yes

Q: Is DTS a real-time system?
A: Yes (should be qualified though, since Reports are an overnight process)

Q: Why are there problems with name suffixes?
A: There are issues with how the name is loaded one way in DTS and could be different n the CAC, thus causing a conflict. The name in the profile and as registered on your CAC must be the same.

Q: Where is the suggestion box located?
A: The suggestion box s located at the bottom of the DTS Travel Center Website.

Q: Will there still be Pre-audit flags in addition to the new advisory messages?
A: Yes, the flags are for breaks in policy while the advisory message will just advise a certain parameter has been met or changed.

Q: Will the flag for "change in default method of payment" flags go away?
A: They will become advisory messages.

Q: Who will see the advisory messages?
A: Everyone who can see the document (traveler, routing officials).

Q: How current are the reports?
A: You can set the date parameters to make the data as current as you need. (may have been looking for how often the information is refreshed)

Q: What criteria do the reports use to pull from?
A: It is based on Stamping of the document.

Q: Where can I go to learn more about reports?
A: Chapter 10 of the DTA Manual. [George Grant note: follow up on whether debt management is working properly]

Q: Is the debt management process working?
A: Yes.

Q: What does CBA stand for?
A: Centrally Billed Account

Q: What are the entitlement systems?
A: The system that processes the CBA payments (and all vender payments).

Q: Is there a plan to interface with RASS?
A: NO. This could be a candidate for Import/Export.

Q: Does the CTO have access to DTS or know DTS?
A: No. There is training planned for them.

Q: Who is going to coordinate and pay for CBA training?
A: PMO-DTS, except for travel costs of attendees.

Q: Does the proliferation schedule coincide with the Regional training schedule?
A: Actually, the Regional CBA training is still in planning stages.

Q: Are the enhancements going to be incorporated before it is fielded?
A: It depends on the ATEC assessment. Currently there are work-arounds.

Q: Problem with cities not showing up in the per diem table.
A: Select the closest city within the table. SHOULD USE THE COUNTY WHEN CITY IS NOT SHOWN.

Q: Post payment review team – do they have access to DTS?
A: Yes, but they have read-only access. RO does not have access to receipts.

Q: Emails/overpayments question.
A: Advised to make payment off-line. Email does not advise to amend.

Q: Are PPA results posted?
A: 0-6 representatives will decide how they will be posted.

Q: Does the Economic Analysis include the cost of administering DTS at each organization/installation, i.e., the duties and responsibilities of LDTA, ODTA and FDTA?
A: Yes, it does.

Q: Is there a cost for PMO developed materials?
A: No

Q: Will a Voucher and Local Voucher be available via auto-demo?
A: Plan to develop a robo demo like the Authorization now available.

Q: Have RFP's gone to S/As for review?
A: No

Q: What is SDDC's role in the RFP? (from Installation Transp Officer)
A: Procurement of services

Q: Once the CTO contract is awarded, will DTS come to the site to brief and/or train?
A: Yes, when contract is awarded (final) DTS will brief at the site.

Q: Are the DFAS and CTO fees included in the economic analysis?
A: Yes, all fees were included in the Economic Analysis as the cost of doing business.

Q: Is DTS a real-time system?
A: Most of the system is real-time. Reports, however, have an over-night processing for data accuracy.

Q: How do we get better/more city-pairs to the Middle East? (Kuwait, Qutar, Bahrain, Saudi Arabia) Many of our TDY trips are to this area. With our move to Shaw AFB, we must fly form Atlanta to Charleston, SC often and the cost of one round-trip ticket is almost $1,000.
A: The City pair Program is run by GSA. Suggest contacting GSA with recommendation.

Q: Who coordinates and what are the ramifications of CBA and CTO setup for tenant organizations at an installation? Keep in mind the org naming conventions, and that these tenants may be remotely located sub units of a Major Command elsewhere, and the CBA owners need these for access to the sub units supported on this CBA.
A: Normally either the sites LDTA, ODTA or FDTA coordinates the setup of CBA account(s) and attached organizations with the PMO-DTS CBA team. If an organization resides at a remote site and wishes to attach an organization to the remote sites CBA account, then coordination should be made by contacting the LDTA and the remote sites local Installation Transportation Office (ITO) or Transportation Management Office (TMO).

Q: How much does the CTO (Carlson) charge for the various fees? How can I find something in writing that states what the CTO fees are?
A: CTO fees for Army sites are broken out via the various District Travel Regions. The differences of fees are based on the level of travel service provided by the CTO. Military System Deployment and Distribution Command (better known as SDDC) is one resource to obtain more information of CTO fees supporting your site/region, or you may contact your local site Installation Transportation Officer (ITO/TMO) or the sites CTOs Assistance Contracting Office Representative (COR).

Q: I currently have several vouchers in DTS that had to be paid manually from FY04 due to some accounting problems. Tier III says it is not a priority to remove them from the system. Why is this not a priority and why would it take over a year for the Tier III to remove from DTS?
A: Removing documents from DTS is only sanctioned if there is no prior payment. T3HD accumulates requests and periodically process a list to the PMO for approval; then Operations runs the script to remove the documents. This has been done in 6 month increments, but we are accelerating the process. If the user has a complaint about the T3HD taking to long for something they control, the ticket number should be provided to the HD Manager or OPS Lead for a response.

Q: Will travelers eventually be able to cancel reservations in DTS without their having to call the hotel, CTO, etc. to cancel the reservations?
A: The current cancellation process is posted on the website and typically works if the trip is cancelled before the TAW date (3 days prior to departure.) We do have SPRs for cancellation after ticketing, after departure, after return.

Q: I have a department that globally added members to groups. Now some of those people are leaving or have left and I cannot delete or detach them. I called the helpdesk and they person said it could not be done because the people were globally entered. With the new release and updates, will this problem be fixed?
A: DTS encompasses some data integrity checks that sometime prevent groups from being deleted. Also the DTA must verify the org owner and group pair before deleting a group. Section 6.3.2 of the DTA Manual explains the process for deleting groups.
Group membership has no affect on delete and detaching travelers from organizations.
Concerning group name deleting, there is an SPR in the 28 Oct Maintenance Release and a CP in a Usability Release that together will resolve the current inability to as far as whether this will be addressed in future functionality, the Monroe release notes do not specifically state any changes pertaining to groups, but stay tuned for updates and/or join the Monroe Release conference calls for more information on future functionality.

Q: What happens in GDS or SABRES or DTS when:

1. I select a seat assignment showing available? **A**: A seat assignment is not confirmed (although selected) until the authorization has been signed.
2. I stamp my auth SIGNED? **A**: The Authorization is then routed to the Commercial Travel Office (CTO) Inbound/PNR queue in a form of a Passenger Name Record (PNR)
3. CTO SUBMITTED? **A**: This term/stamp is used when a PNR is routed to the CTOs INBOUND/PNR queue.
4. CTO BOOKED? **A**: This term/stamp is used once DTS has swept a PNR from the CTOs POLLING/OUTBOUND queue and returned to DTS.

Q: When is my seat assignment confirmed and shown in GDS as no longer available for someone else?
A: When referring to the reservation module in DTS – the seat selection is confirmed upon signature of the authorization.

Q: Does the Tier III/II Helpdesk have access to FAQ software that enables them to provide the "best answer" to our questions?
A: Yes.

Q: This is a multi-part question dealing with having access to data in an Excel format.
We need: 1) A master spreadsheet with data found in DTS reports. Answer: Not sure this is practical given the life cycle of typically complex DTS documents. A Master Report Result template will be considered as part of pending Usability Change Proposals. 2) Spreadsheet with all administrative data of travelers Answer: Lists in DTA Maintenance that provide this data are included in a Usability CP. 3) Routing List data in a spreadsheet. Answer: Included in DTA Maintenance. No solution was found from the Tier II & III Helpdesks.
A: Correct. Change Proposals are not a T3HD responsibility and the Usability CPs are only recently approved.

Q: With all of the new bases coming on board, can the servers handle the increase in traffic? (we seem to experience a lot of connectivity problems lately)
A: We fully anticipate that the servers can and will be able to handle the load. Most of the past two weeks of issues were a combination of issues that have been addressed. This week volumes remain high and the problems seem to be behind us.

Q: Why is the price of the airline tickets increasing with CTO ticketed? The price we receive on CTO booked is completely different than CTO ticketed. The CTO states that this is not their fault, but the airlines. The major problem seems to be Southwest Airlines.
A: At the time of ticketing, the actual cost of the ticket includes applicable fees such as Airport Facility Fees, Fuel Charge or/and Departure Fees. The fare shown at time of flight selection (CTO Submit) includes only the base fare and taxes.

Q: I cannot run reports for the entire base (DFCTX). The work-around is to accomplish reports by individual units. This is not acceptable because it is time consuming.
A: A usability CP addresses this and was accelerated into the second usability release based on input similar to this. The CP will let the DTA request reports. The software will run the report and generate an email to the DTA when the report is ready to view.

Q: Approving Officials have a difficult time viewing receipts. When will receipts be able to be viewed by AO's without having to go to adjustments?
A: There is a Usability CP to improve the Route and Review experience for the RO/AO. A link to Substantiating Documents from Trip Preview is included.

Q: REPEAT QUESTION. Reports – Continued inability to run reports. At a Dec 2004 conference, it was stated that DTS was "working on it". At an Oct 2005 conference, stated that it is not an across the board problem. Huge problem for our activity that requires attention (please). Repeat Answer.
A: A usability CP addresses this and was accelerated into the second usability release based on input similar to this. The CP will let the DTA request reports. The software will run the report and generate an email to the DTA when the report is ready to view.

Q: OCONUS STAO connectivity – Status? Madison Release to fix interface problems -trying to proliferate in Guam and Japan sites pending a resolution/confirmation of resolution.
A: CTOs at both Guam and Japan are connected to DTS. We suggest for you to contact your service and agency PMO-Operations Lead to review and address the pending resolution which you are referring too in the question above.

Q: New PNR error: "XML error" due to DTS connectivity problems. Ongoing and sporadic, was advised by Helpdesk that connectivity problem (logging in and connecting to SABRE) had been fixed. As of 10/1/05, problem continues. What is causing it? When expected to be completely resolved?
A: The coding cause was resolved 10/7/05. The error appears sporadically during connectivity issues and was observed last week for a few users. We are fairly certain this systemic issue is behind us.

Q: Per Diem rates: DTS Helpdesk informed per diem rates in DTS are NOT from per diem committee (and, checking per diem committee website verifies for some locations a difference). Where is DTS downloading per diem rates from? How do we respond to disparities?
A: Would like to know the T3HD ticket number to follow up with the analyst. All rates in DTS are the official per diem rates for the DOD. There are no known differences.

Q: Does crossing the International dateline work properly now? It has not worked in the past.
A: For the majority of IDL scenarios, DTS works fine. There are a few minor computation issues scheduled for the December maintenance release.

Q: We have flight seat dropout of DTS between us and the CTO. This normally happens with changes but has occurred at other times too. Why?
A: Without reviewing the actual travel authorization, along with the document history of that authorization, a response to this question would just be a guess. My question is: Have Help Desk tickets been generated to address this issue?

Q: Why can we not change a flight with the edit function without deleting and adding a new flight?
A: To prevent the possibility of reserving duplicate air reservations.

Q: Why would the cost of flights go up/down after being reserved?
A: The fares displayed in DTS are just base fares with taxes…..and doesn't include airport security fees, fuel surcharges, security fees, and other associated fees. After the document is returned by the CTO to DTS with a CTO BOOKED status, these fees additional fees (mentioned above) are now included. This provides an accurate cost of the travel itinerary for the Authorizing Official to approve.

Q: We have had documents that from outside look as if our CTO has the document. From the CTO's side it looks as if we have it. Due to this, we have not had tickets issued. Is this a problem elsewhere?
A: Only if and when an authorization has NOT been approved, would it be an indication why a ticket was not issued for the traveler. If the authorization is approved after travel has commenced – then there is no reason for the CTO to issue the ticket.

Q: I need assistance in managing centrally funded accounts and tracking budgets. HQ sends out the LOA to the Garrisons but I cannot find a way to pull a report in DTS because the attendees are not in our org. Any help is appreciated.
A: With Monroe Release, higher-level organizations can choose to "share" LOAs and budgets to subsidiary organizations. When using "shared" budgets, DTAs can run reports that include all transactions from subsidiary organizations that are funded by the "share" budget.

Q: Will there be an easy to read summary of "Monroe Release Highlights" to forward to our users?
A: A Monroe Release white paper has been sent to the 0-6 offices and placed on the DTS website for authorized users of the T3HD/Magic under: DTS Travel Center > Help Desk > Magic Self Support>Knowledge Tools>Monroe Overview.

Q: Will the Monroe Release budge module have a report which shows outstanding obligations?
A: Yes, the reports show outstanding obligations, expenditures, and total obligations.

Q: Are there any plans to include foreign nationals in DTS with foreign currency payments for their vouchers?
A: Yes, there are plans for this functionality. However, there are many complex issues to be worked out as there is no defined timeline for implementation currently.

Q: Will upcoming changes incorporate/accommodate ability to approve authorizations for new fiscal year using the new fiscal year budget? We had about 20 travelers that departed Oct 1-3 so we had to apply a work-around in order to accomplish ticketing with our CTO. This was very cumbersome to our office, confusing to the traveler and required additional care in creating the voucher.
A: The initial budget module redesign will not allow approval of future fiscal year funds until the account system is able to accept those transactions. We are, however, working on a change proposal that will have DTS "hold" future fiscal year transactions that will allow AOs to approve the documents before the accounting systems can accept these transactions.

Q: Our TO is SATO and e-tickets are accessed through Virtually There. We received a notification that our users needed to print their e-tickets and then scan/fax tem with receipts for auditing purposes. This is UNAEPTABLE! Why can't we negotiate to have these e-tickets archived by the CTO?
A: We agree and are taking measures to eliminate the need to receipt and image the ticket. But, until such time as an approved electronic means is implemented, regulations require the current process.

Q: JTR/JFTR Appendix O only authorizes the AO to approve AEA when the CTO cannot find lodging within the per diem rate. The system will allow the AO to approve any AEA request, and DTA training ha indicated that in DTS the AO has AEA approval authority – without limitations. In consulting with the DA G1 rep to the per diem committee, a DTS AO may only approve AEA as stated above or for a conference allowance. Is this true? If so, then can the pre-audit flag be more specific? If not, then can the language in appendix O be adjusted?
A: Appendix O actually gives the AO authority to authorize the higher amount such that the actual lodging cost and the per diem M&IE does not exceed 300% of the published rate (lodging plus M&IE). A complete explanation can be found in Appendix O, T4040, Para A.d.

Requirements for lodging in excess of the 300% must be authorized in advance by PDATAC or Secretary concerned for only uniformed members.

Q: Is it mandatory to include foreign travel review in the routing lists? Currently, it can cause a delay in processing and on Fort Lee there is no action taken by the foreign travel reviewers. (This is probably an Army Business Rule issue but can we remove that reviewer from our Routing Lists since it serves no purpose?)
A: There is no DTS mandatory requirement for conditional routing. This would be a local decision.

Q: If a traveler withdraws $200 cash advance from their GOVCC, where on the voucher can they claim the advance and have the funds disbursed to the GOVCC and not to personal funds? (The drop-down box on Expenses Non-Mileage will pay the funds to personal only)
A: On the voucher from authorization (or local voucher) under the Additional Options/Payment Totals section, the user can indicate the amount of any ATM cash advance sin the "Add GOVCC ATM" box. This will result in these amounts being split-disbursed to the BoA upon voucher payment rather than to 'personal'.

Q: Before and after leave in conjunction with TDY, how do you input the accurate dates? (meaning actual dates plus leave or only TDY dates)
A: Just as in 'traditional' travel, the traveler should complete their authorization with inclusive dates of travel (TDY and leave); also – again, just as in 'traditional' travel, only the official locations should be listed on the authorization. If a leave location is listed, DTS will use the leave location to determine the applicable per diem rates. Under the Additional Options/Per Diem Entitlements section, the traveler must indicated any leave dates to ensure that no per diem is calculated for the dates of leave.

- For example, official travel = 16-22 October (Chicago) with leave in conjunction from 12-15 October (Milwaukee)
    - Auth = 12-22 October (Chicago); leave indicated 12-15 Oct (no per diem); official travel 16-22 October (per diem)
- If flying, transportation arrangements must be made outside of DTS and <u>only the official cost of the transportation</u> entered in DTS (using the {other Trans" option).
    - This is not a DTS limitation, but rather a CTO contract limitation.
- Hotel arrangements (and rental car at the TDY location) can be arranged in DTS, but only for the official dates of TDY.

Q: Is Monroe system the final step? Will it have major changes in how commands are implementing it now?
A: No, the next major release will be the Quincy Adams release. For details on the Monroe release functionality, read the Monroe release white paper and/or participate in the weekly conference calls.